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INTRODUCTION

Custodial Maintenance services is one of the largest single work groups within the Transit Power & Facilities Section providing daily cleaning and services to over 19 buildings and 1.6 million square feet of administrative, industrial, and auxiliary spaces. The role of each custodian is critical to the operation and upkeep of the Transit Facilities.

Each custodian has daily contact with customers and it is imperative that each person be a professional and courteous representative of Power & Facilities Custodial Maintenance services and METRO Transit as a whole.

In order to direct our efforts into a unified and focused force, Custodial Maintenance has established a collective vision, mission and set of core values to guide us in our day to day activities and drive the shops' future growth.

OUR VISION:

It is our vision to be a professional, productive, customer oriented service organization that values and respects all members of the community. We are committed to building and fostering a safe, enjoyable and diverse working atmosphere. *A WORK UNIT WHO IS RESPECTED AND EFFECTIVE, KNOWN FOR RESPONSIVENESS, COMMUNICATION, WORK ETHICS, CONSISTENCY OF BEHAVIORS, ACCOUNTABLE TO EACH OTHER, AND SHOWING MUTUAL SUPPORT OF EACH OTHER.*

OUR MISSION:

The Transit Custodial Maintenance Work group strives to effectively service our customers in a professional manner and to provide a safe, clean, and sanitary environment in which to live, learn, and work. Additionally, it is our mission to build a cohesive work team that supports trust, pride and open communications.

CORE VALUES AND BEHAVIORS:

WE VALUE BEHAVIOR THAT.....

- Shows a commitment to high quality service to our customers.
 - Uses public resources responsibly, i.e. time, labor, and materials.
 - Responds quickly and efficiently to customer requests.
 - Recognizes the contributions of employees and empowers employees to participate in decisions that affect their work.
 - Is open honest communication and information sharing.
 - Treats others with dignity, respect, fairness, consistency and equity.
 - Takes responsibility for our own actions and is accountable to each other
 - Shows mutual support.
 - Seeks diverse viewpoints and opinions.
 - Rewards teamwork and integrates new members into teams.
 - Creates opportunities for employees to grow.
 - Encourages collaborative, creative problem solving.
 - Supports sanitary, safe and secure environments as top priorities.
-
- **Service:** We endeavor to provide top quality service by recognizing and understanding our customer's needs.

 - **Integrity:** Earning the trust of our customers and building occupants through professional conduct that includes honesty, reliability, and competency.

 - **Teamwork:** Coordinating our individual contributions into a cooperative effort aimed at fulfilling a common purpose. Each individual is considered to be an integral part of a greater whole and is treated with respect and dignity.

 - **Safety:** Operating under the principle that each of us is responsible for safety and security and conducting our business in a manner that is reflective of that belief.

 - **Excellence:** Working diligently to continuously improve the Custodial Maintenance services through creativity and innovation.

Green Cleaning Policy

Introduction

Green Cleaning is an entire program and philosophy affecting the use of cleaning products and processes, equipment, training, evaluation and practicing environmentally conscious cleaning and sanitary procedures.

As established in the Custodian Maintenance Mission statement, the group "strives to effectively service our customers in a professional manner and to provide a safe, clean, and sanitary environment in which to live, learn, and work. Additionally, it is our mission to build a cohesive work team that supports trust, pride and open communications." The Custodial work group willingly recognizes a sense of responsibility that demands that we do more than this; we fulfill our mission in a manner that is earth and human friendly. In keeping with our vision to be "committed to building and fostering a safe, enjoyable and diverse working atmosphere", affirm a commitment to environmental stewardship and sustainability.

This policy requests that building occupants also do their part.

Green Cleaning Policy (cont)

Purpose

- To ensure clean facilities by using cleaning products responsibly, encompassing not only environmentally preferred cleaning products but cleaning tools, processes, standards, worker education, communication, task schedules and frequencies.
- To improve air quality to reduce allergens and other asthma triggers from the built environment
- To initiate training programs, standardized operating procedures and communication tools.

Policy

- Establish a protocol for a cleaning program which focuses on cleaning approaches that are applicable to all facilities and applied to any area.
- Standard operating procedures are instituted which will include training for employees on products and supplies.
- Supplies and products will be used that the Custodial staff authorize and buyers purchase and that you have training for;
- Supplies and products will be used correctly and as trained, i.e. diluted and the way it is to be used.
- Authorization to use or get only products on the Custodial supply list.
- Use products that meet EPA standards with high post-consumer recycled content.
- Use cleaning products that meet standards comparable to GC-37 whenever applicable and available.
- Use products with low-volatile organic compounds (VOC) whenever applicable and available.
- Conserve water, energy and other resources while still providing a clean, safe and sanitary environment.
- Use products that are diluted and/or dispensed to appropriate levels, from concentrated delivery system.
- Monthly Safety Meeting attendance and topic is documented.
- Aerosol products are not to be used.
- Educate occupants of buildings to compliment the cleaning process and their responsibility to do their part.

Section I - General Policies

Essential Abilities of the classification:

1. Able to demonstrate predictable, reliable and timely attendance;
2. Able to follow written and verbal directions;
3. Maintain a standardized work pace;
4. Able to read, write and communicate in English;
5. Able to think, learn from directions, observations and mistakes and to apply procedures using good judgment;
6. Able to work independently or part of a team;
7. Interact appropriately with others;
8. Able to accept direct supervision, which may include instructions, feedback, counseling, coaching and/or disciplinary action.

Personal Attire Guidelines

- Employees are expected to be courteous to all people with whom they come in contact and to keep personal appearance and attire as neat and clean as possible in keeping with regular job duties.
- The intent is to ensure that all employees project a professional image in behavior, appearance and Safety standards.

In consideration of these standards the following guidelines have been established with regard to the personal attire of the custodial staff;

- All attire must be worn in accordance with expected standards of professional appearance and accepted safety guidelines.
- Neat, clean and free from holes rips and tears.
- Clothing must not be ragged or un-hemmed.
- Shirts and pants must be of appropriate length and made of appropriate material. Mesh or other see through materials may not be worn
- Tank tops, half shirts, halter tops and tube tops may not be worn.
- Excessively tight or loose fitting clothing may not be worn.
- No open toe shoes may be worn.
- No Clothing with obscene language, gestures, logos or images
- Appropriate for the activity in accordance with accepted safety standards.

Custodians arriving at work wearing attire that falls outside of these guidelines will be asked to change the clothing in question and will not be allowed to start work until they have done so.

Custodial Closet and Storage Policy

The basic duties of the custodial staff include maintaining assigned areas in a clean, safe and sanitary condition and maintaining cleaning supplies.

The areas assigned to the custodians include any and all storage spaces and custodial closets within that assigned area. As part of regularly assigned duties, each custodian is responsible for the upkeep and control of all storage spaces and custodial closets located within their work area.

It is expected that every area will be monitored for safety hazards and if any hazard is discovered it will be promptly remedied or reported to the Chief Lead or Supervisor.

The custodial staff is required to inspect each closet in their work area daily and ensure that:

- All closets are to be kept in a neat and orderly manner.
- All closets are properly stocked; supplies are properly stored.
- All equipment is cleaned after using, properly stored and in good working condition; electrical cords are in good condition and stored properly.
- All containers are properly labeled, diluted and stored.
- All dirty rags and mops are taken daily for washing.
- Any visible hazards are identified and properly remedied or reported.
- **No unauthorized products or supplies are present.**
- Electrical panels are free of obstruction.
- Flammable and combustible materials are properly stored.
- All trash is removed daily.
- Doors are locked and lights turned off.

All storage spaces and custodial closets are to be locked. It is the responsibility of the custodians to ensure that all storage spaces and custodial closets are locked and secured before leaving the work area.

No custodial closets are to be left open so no one can gain access to cleaning supplies.

Leaving From and Returning to Assigned Work Area

During normal working hours, you are expected to be accessible and remain in your assigned areas. An Employee must not leave his/her assigned work area without notifying The Chief on shift. It is expected that custodians will adhere to this policy and not leave their work areas.

If custodians choose to leave their work area during their lunch or break periods it is expected that they will return to their areas by the end of their scheduled break time. If you have to leave work for any reason, such as lunch, an emergency or illness, you are required to notify your Chief.

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In the absence of your Chief, notify your Lead. If the Lead and Chief are both unavailable, leave a message on their voicemails **and** leave a message on the Sick Line @ 684-6725.

Please take your breaks at the authorized time. If it becomes necessary to take your break at a time other than the authorized times, notify your Chief. In the absence of the Chief, notify your Lead. This is for your protection and safety at your work location.

Submitting Work Orders

It is the responsibility of all employees to report building damage and malfunctions to the work center by way of your Chief or Lead.

- 1) Work requests should be complete and detailed as possible.
- 2) Requests can be submitted to the work center or left in your Chief's box, the timesheet box or with the Lead.
- 3) Emergency work requests should be called into the Work Center hotline (263-6369) or called into Control Center (684 -1111) as soon as the emergency is discovered. Examples of emergency requests include:
 - Flooding
 - Leaks
 - Damaged electrical equipment that is energized
 - Any situation that creates a hazard if not addressed immediately.
- 4) The custodial staff are the "eyes and ears" of the bases. Report any and all damage and all malfunctions as promptly as possible.

Assigned Pagers

If you are assigned a pager, please be sure it is operational and that you respond to pages. Test your pager weekly to ensure it is still working.

Use of Cell Phones

The use of a cell phone while working shall be limited to emergencies only. At no time should a custodian be talking on a cell while performing their assigned job duties.

In the event of an emergency in which making or receiving a phone call becomes necessary, stop the work you are performing, handle the call in as short a time as possible then resume working or contact your Chief if the situation requires immediate attention.

Additionally, talking on a cell phone while operating a vehicle is not permitted.

Use of Headphones and Radios

The use of personal headphones, Walkmans, MP3 players and other personal listening devices is not permitted while on duty. It is permitted during breaks and lunch periods.

Removal of Property

Employees are not permitted to remove any property from the premises, unless the property is deemed garbage and prior authorization has been given in writing by someone **authorized to give permission**.

Keys

The keys we provide to you are **your responsibility**. Please keep them secure and accept the consequences for losing them. During shake-ups, if you will be reporting to a new worksite, it is your responsibility to see that your Chief/Lead receives the keys for the work area you are leaving. You will receive keys for your new position when you begin your new assignment.

At no time are keys to be removed or added to a custodial assignment key ring by anyone other than the Supervisor or Chief of Custodial Maintenance. This is in order to maintain the accuracy of the custodial assignment key log.

Personal Communications

Every effort will be made to accommodate the communication needs of custodians with regard to relaying personal communications that come into the office. The following guidelines will be followed with regard to personal messages:

- Emergency messages will be delivered immediately to the custodian in their assigned work area.
- Non-emergency but time sensitive messages will be relayed to the custodian in a reasonably timely manner that will allow for a timely response to the message.
- Routine and non-time sensitive messages will be forwarded back to the employees home numbers and messages will not be taken.
- At no time should the Custodial Admin Office telephone number be given for personal purposes including telemarketers, credit applications or other non- work related reasons.

Time Off Guidelines

The ability to have predictable, reliable, timely attendance and to come to work regularly is a requirement for employment for all King County employees. When you are unavailable to perform your work assignments, the additional work is completed by your co-workers. This impacts their ability to do their assigned tasks and in turn the quality of work we provide for our customers. Please keep this in mind and use your sick leave as it was intended to be used.

Leave requests should be submitted at least 30 working days prior to the start of your vacation. These times are necessary to allow us a timeframe to arrange coverage for your area. Vacation, A.C. Time and Personal Holidays are **pre-approved** time off.

In order to adequately fulfill the operational needs of the bases, limitations for authorized time off within the custodial group are as follows:

- The number permitted to be off work at a time will be 2 per complex. This includes individuals absent due to long term illnesses or injuries.
- The number of custodians permitted to be off includes the Lead, Office and Shop Custodians combining into the total of 2 per complex.
- Since there are 4/10 schedules, overlapping days are not permitted.

Calling in Sick

If you are calling in sick, you must notify us at least thirty minutes before the start of your shift. If it is during your normal work hours, call your Chief's pager and phone numbers. If you are calling in sick during our off-duty hours, leave a message on the **Sick-Line-Call-in number, 684-6725**. When you do call in, please give us an idea of how long you might be out so that we can schedule coverage of your area. When you return, be sure to fill out appropriate paper work

Timesheets:

Each employee is responsible for completing and turning in a timesheet for each day of the work week. The timesheet should be legible (this includes your signature), filled out completely and accurately to reflect the true use of your work hours. If you are going to be off on Vacation Leave or Comp Time, you should fill out timesheets to cover this time and turn them in **before** leaving. When you return from Sick Leave, fill out timesheets for those days and any paperwork associated with your sick leave use.

Section II - Safety

Introduction: Safety Starts With You

Safety is the most important concept of any work environment. Each and every employee in an organization must work diligently to minimize the hazards associated with the type of work they do. Regardless of the occupation all employees face countless hazards at work every day. However, there are certain occupations that present a greater hazard to employees. Physically demanding work, work with hazardous materials and occupations that are inherently dangerous such as firefighting and law enforcement pose the greatest risk.

As a custodian you are required to perform tasks that may present a risk if safe work practices are not followed. The hazards associated with custodial work range from chemical burns to eye injuries to serious bodily injuries and can affect not only the custodian performing the work but anyone in the immediate area. Most, if not all, of the hazards associated with custodial operations can be reduced or completely eliminated by adhering to safe work practices while performing assigned job duties.

It is the responsibility of the employee to follow safety guidelines while working and to report any unsafe conditions in their assigned work areas.

Increasing regulations and standards may place a demand on some employees to complete their assignments in a timelier manner and with better quality. Often shortcuts are used to make up time and increased demands. It is essential that such shortcuts do not come at the expense of safe work habits. No matter how restricted time limits become, safety habits should never be compromised.

In most, if not all cases, creative and innovative methods can be utilized to meet these additional demands. The number one goal of every work day should be to complete the day safe and healthy.

This section outlines safety guidelines for situations and tasks that may be encountered during the work day. By incorporating the information in this section into your regular work routine you can significantly reduce the hazards associated with custodial operations. Remember, you and only you can make the decision to work safely. Always be aware of your surroundings, focus on the work being done, and avoid distractions while working. Never risk an injury in order to complete your assigned duties and always make safety your number one priority **every** day.

Accident Reporting

If you are injured on the job and the injury requires medical attention, you are required to immediately notify your Chief and Lead; in their absence call the Supervisor's office at **684-2737**. Pick up a Job Injury Claims Form (SIF-2) and packet; when you see the doctor, have them fill out the Medical Section. The job injury form (SIF-2) must then be returned to your Chief **within twenty-four hours** of the date of the injury. If the injury requires time off the job, be sure to contact your Chief or Supervisor; before returning to work, make sure that the doctor has filled out the "Physical Capacities" form indicating any limitations, restrictions or full release to duty. You cannot return to work without prior clearance from your Chief or Supervisor. In the case that you have medical restrictions you must be cleared by your Supervisor **prior to returning**.

For medical emergencies: Call Control Center or 911 to request an ambulance and be sure to give the exact nature and location of the injury.

Machine and Equipment Safety

Working in Custodial Services requires the use of many different types of Powered machines including gas, propane, battery and electrical;

- Auto scrubbers
- Pressure washers,
- Buffers
- Vacuum cleaners
- Carpet extractors
- Shop Vacs

All of this equipment can present a hazard if not maintained and operated properly. These hazards fall into three major types. They are mechanical, electrical and noise hazard.

When using machinery follow these simple steps and minimize the hazards associated with the task at hand:

- Thoroughly inspect the equipment **BEFORE** you begin working. Look for damaged parts such as missing guards, cords with damaged insulation, for loose or damaged parts.

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- Be sure to use all PPE necessary to protect yourself AND those around you. This includes safety glasses, gloves, hearing protection and appropriate safety signage.
- Work conscientiously. Be aware of your surroundings and what is happening in and around the area.
- Upon completion of the work, thoroughly clean and maintain the machine. If any damage has occurred in the course of operation promptly repair the damage if you can or, if you cannot immediately make the repairs, tag the machine out and report it to your supervisor.

Any piece of equipment or machinery that is found to be damaged or malfunctioning should not be used and be immediately tagged out at the power source or other conspicuous place indicating that the equipment is down until repairs are made.

Electrical Safety

Electrocution is one of the leading causes of death in the workplace. More than half of these electricity related deaths are caused by two primary causes:

1. Defective electrical equipment
2. Failure to follow safety procedures

Working safely with energized equipment is as important in custodial services as it is in every other occupation. While other employees such as electricians and mechanics may be in contact with energized equipment more frequently, the hazards associated with electrical equipment are still present in everyday custodial operations.

The electrical hazards associated with custodial work include:

- Electrical cords that are damaged or have broken insulation.
- Loose electrical connections.
- Electrical cords or connections that are exposed to water or other liquids.
- Electrical equipment that spark, shock, or smoke because they are damaged.
- Lack of or improper grounding.
- Obstructed access to electrical panels and switches.

To avoid electrical hazards in the workplace follow these helpful hints:

- Check that insulation on vacuums, scrubbers, extractors, and etc. is intact.
- Keep electrical equipment properly maintained.
- Keep work area clean and organized.
- Follow manufacturer's instructions for all electrical equipment.
- Keep electrical panels and switches free from obstructions by at least three feet.
- Tag out any piece of equipment that is found to be damaged or malfunctioning.

DON'T:

- Use damaged or defective cords or equipment.
- Disable a grounding system.
- Use improperly grounded equipment near water.
- Make electrical repairs unless you are qualified to do so.
- Overload outlets.
- Run cords under carpets or mats where they can be damaged.

Equipment Guarding

While only a few pieces of custodial equipment have safety guards as a part of their construction, it is nonetheless vital to recognize the importance of machine guarding.

Machine guards are in place to prevent contact with the moving parts of a machine. Moving parts such as spinning fan blades, rotating gears, pulleys, belts, and drive heads have the potential to cause injuries if contact with body parts occurs. Additionally, injuries may result from flying objects propelled out of a machine without guarding.

OSHA requires that one or more machine guarding methods be in place at:

- Point of operation
- Ingoing nip points
- Rotating parts
- Blades
- Pinch points

Machine guards may be fixed, adjustable, interlocking or may be in the form of restraints, controls, or pressure sensing devices. To avoid hazards caused by improper machine guarding in the work place follow these helpful hints;

- Check for guards or other safety devices.
- Know and understand how to operate equipment safely.
- Make sure all parts are in place.
- Ensure all routine maintenance is completed.
- Wear appropriate PPE.
- Tag out any equipment with missing or damaged guards.

DON'T:

- Disable or remove any guard or safety device.
- Operate any piece of equipment that is damaged or improperly maintained.
- Wear clothing or jewelry that dangles or may become caught in moving parts
- Allow your attention to be distracted from the work being performed.
- Allow those in your work area to engage in unsafe behavior.

Machine guards should NEVER be removed, disabled or reached through.

Recycling Practice and Policy

A comprehensive waste reduction and minimization program is structured around the concept of Reduce, Reuse, and Recycle.

Materials that are collected and recycled include;

- Office shredded paper
- Junk Mail, newspapers
- Ink Cartridges
- Cardboard
- Used Batteries – at the Bases in Store
- Plastic Beverage Containers
- Pallets – Talon Swanson arranges pick-up
- Scrap iron – in the bins at the Bases

Each of the above groups, with the exception of used batteries, pallets, tires, and scrap iron, have a bin/receptacle at each collection point.

Used batteries and ink cartridges are collected in a centralized collection point located in the VM Stores areas.

In order to ensure that Custodial Services is doing all we can to support recycling efforts follow these simple guidelines:

- All recyclables are collected in clear bags.
- All collection containers and/areas are properly marked.
- Small desk side containers are the responsibility of the office occupants.
- Materials are to be separated into groups before being placed out for pick-up
- If you notice an area needs a recycle container, let your Chief know.
- If you encounter a trash receptacle that is routinely filled with recyclable material contact Talon Swanson or Peggy Meyer so that it can be addressed

Always encourage those around you to participate to the highest degree.

Personal Protective Equipment

Personal Protective Equipment (PPE) is used to reduce employee exposure to hazards. PPE includes:

Eye and Face Protection - Eye and face protection includes Safety glasses, Goggles, and face shields. Custodians should use eye and face protection when there is a risk of being exposed to hazards from flying particles or liquid.

Respiratory Protection - Respiratory protection ranges from Atmosphere Supplying Respirator such as SCBA equipment down to a simple filtering face piece such as a dust mask. Custodians should never wear, or be

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working in conditions that require respiratory protection other than a filtering face piece for voluntary reasons.

Head Protection - Custodians must wear a protective helmet when working in areas where there is a potential for injury to the head from falling objects.

Occupational Foot Protection - Custodians must wear protective footwear where there is a danger of foot injuries due to falling or rolling objects, or objects piercing the sole, and where exposed to electrical hazards.

Hand Protection - Custodians must use appropriate hand protection; a variety of types of gloves are supplied and the appropriate type and size should be used according to the hazard associated with the task being performed.

Hearing Protection - Custodians generally are not subjected to hazardous noise exposure while working. Ear plugs are the most common types of hearing protection and readily available at all locations. When used properly, these will provide adequate hearing protection.

General PPE - Personal Protective Equipment also includes coveralls, specialized clothing used in welding and cutting operations, and clothing such as long sleeve shirts, long pants, and clothing worn to protect from cold temperatures.

It is essential to recognize the importance and understand the proper use of PPE. The risk of injury on the job can be significantly reduced with the proper selection and use of PPE. You share in the responsibility to be sure that all appropriate PPE is being used as required and recommended. Facilities Maintenance supplies PPE as necessary and encourages each custodian to do all they can to ensure the safety of themselves and those around them.

Slip, Trip, and Fall Accidents

Slips

Slips occur because there is too little friction or traction between footwear and the walking surface. Common causes of slipping include:

Trips

Trips are a result of a person's foot or feet coming in contact with obstructions or dropping to a lower level unexpectedly causing them to lose their balance.

Preventing Slip, Trip, and Fall Accidents

Most if not all of slip, trip, and fall accidents are preventable with the right precautions. In order to minimize the risk of this type of accident follow these helpful guidelines aimed at reducing the hazards most commonly associated with slip, trip, and fall accidents:

- Regularly inspect your assigned work area to identify slip, trip and fall hazards and promptly remedy them or report hazards to your supervisor.
- Work consciously of your physical environment. Know where steps are and avoid distractions while working.
- Increase slip resistance of walking areas by ensuring proper placement of entry matting, performing appropriate floor maintenance, and promptly responding to spills.
- Clearly display safety signage in all areas where floors are wet due to custodial operations, rain or snow being tracked in from the outside, or liquids on the floors from leaks, etc.
- Ensure that handrails or railings are secure and in good condition.
- Changes in floor elevation are clearly marked and illuminated.
- Wear proper footwear when working on slippery surfaces.
- Keep all walking areas free from obstructions which could create a tripping hazard.
- Keep your view unobstructed while walking.
- Practice good housekeeping while working. Keep tools and equipment organized and properly stored.
- Promptly report any and all falls to your supervisor whether you are involved or you are a witness to the fall.

Floor Scrubber Safety

If you have not received proper training on the operation of any of the floor machines, contact your Lead before attempting to use the machine.

Auto Floor Scrubbers are included in the equipment used in custodial services each day. While not all custodians use this type of equipment every day, it may become necessary to operate this type of equipment at any time. In order to prevent injury to the operator and damage to the machine, it is important to practice good safety habits while operating the equipment. Before beginning work with a scrubber, know and understand the safety guidelines for this type of equipment. They include:

- Always receive training on the proper operation of scrubbers and read and understand operator's manual BEFORE beginning operation.
- Check to be sure that all caution, warning, and instructional decals are in place prior to operation.

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- Store or park the machine on level surfaces only. Remove keys from switch if machine is left unattended.
- Never leave machine unattended while it is running.
- Always engage safety brake when not on the machine.
- Never pick up flammable materials or liquids with the machine.
- Never operate the machine with bare feet or open toe shoes.
- Keep hands and feet away from moving parts.
- Always remove large debris from floor before operating machine.
- Never pick up and carry or attempt to move objects while operating the machine.
- Always remain aware of others in and around your work area. Be sure that nobody has walked up behind the machine before turning or backing up.
- Never use the machine to push or pull another machine or object.
- Always shut machine off and remove the keys before changing pads or other moving parts.
- Maintenance and repairs should only be made by a qualified person.

Failure to follow these guidelines could result in death or serious injuries to the operator or bystanders.

Safe Lifting Practices

Back injuries are among the most common injuries that occur on the job. Custodians are required to lift heavy loads on a daily basis as part of their daily work assignments. Removing trash and carrying supplies are among those activities that present the greatest risk to the custodial staff. Practicing safe lifting techniques will greatly reduce the risk of injury while performing these tasks.

The basics of good lifting are:

- Size up the load before you lift. Test by lifting one of the corners or pushing. If it's heavy or feels too clumsy, get a mechanical aid or help from another worker. When in doubt, don't lift alone. But remember ALWAYS ask the other person if they are capable of lifting their half of the load. One mistake and you BOTH can get injured.
- **BEND the KNEES!!** This is the single most important aspect of lifting.
- Place your feet close to the object and center yourself over the load.
- Get a good handhold.
- Lift straight up, smoothly and let your legs do the work, not your back.
- Avoid overreaching or stretching to pick up or set down a load.
- Do not twist or turn your body once you have made the lift.
- Make sure beforehand that you have a clear path to carry the load.
- Set the load down properly.
- Always push, not pull, the object whenever possible.
- Change the lifting situation if possible to minimize a lifting hazard.
- If it's a heavy load, get some help.

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- Split the load into several smaller ones to achieve a manageable lifting weight.
- Avoid lifts from below the knees or above the shoulders by using mechanical aids, positioning yourself so that the object to move is within an acceptable lifting range (between the shoulders and knees), and/or getting help from your co-workers.

Most if not all back injuries are preventable. Make sure that you follow these simple guidelines in order to protect yourself and those around you. If you are at all unsure of your ability to handle a task contact your supervisor for assistance.

MSDS Sheets

Material Safety Data Sheets (MSDS's) are documents that supply information about a particular hazardous substance, chemical or compounds. Manufacturers are required to provide MSDS's when the hazardous materials are sold to distributors or consumers. MSDS's must be in English and will typically provide the information about the product.

A copy of any MSDS will be made available to you upon distribution of a new product. A copy will be in the notebooks with job duties, at each location, and in the Administrative Office. Custodians are welcome to request copies of MSDS for any or all products they regularly use in order to have them at their assigned areas for convenient access.

Section III - Green Cleaning Guidelines

Overview

This document provides additional guidelines for being in compliance with Leadership in Energy and Environmental Design (LEED) requirements for building operation and maintenance, standards created by the Washington State Cleaning Industry Professional, and Green Seal section 42 for effective cleaning by which we can have safer, healthier and more productive facilities.

Below is the list of environmentally preferable cleaning products and equipment that is currently being used by Custodial Maintenance. Products other than those listed are strictly prohibited. You are to use only products that the Custodial staff buys and that you have training for; you must use them correctly, meaning diluted and not straight. You are not authorized to beg, borrow and/or go to Vehicle Maintenance Stores and Bases to use or get any products not on the Custodial supply list. All MSDS information pertaining to custodial products are maintained in the primary Custodial Closet at each complex and can be reviewed anytime. Just be sure to return the notebook to the closet for the next time you need it.

If you have not received training on the proper use of any of the products, contact your Lead before attempting to use. It is important that you are using a product correctly and for the correct purpose.

Products

- **Paper Products:**

Paper Towel: minimum 70% post-consumer recycled content; made with 100% recycled fiber

Manufacturer: Kimberly-Clark; Brand: Scott

Toilet Paper: 100% recycled (Green Seal Certified)

Manufacturer: Eco Soft

C-Fold Towels: meets US EPA standards for post-consumer recycled content.

Manufacturer: Kimberly-Clark; Brand: Scott

- **Approved Cleaning Products:**

Envirox H2Orange2 – All purpose Cleaner and laundry (green seal)

Envirox Greasinator – Dirt/grease spot remover (green seal);

DfE* Bio-Zyme – oil and grease remover

Bio-Sol – sanitizer/deodorizer/disinfectant (used in public locations frequently used around urination)

Triple Zero – (Zero FP) – Heavy-duty cleaner (green solutions)

DfE* VMR - Graffiti Remover – (green seal)

Envirox Critical Care – disinfectant, fungicide & virucide - used on restroom fixtures, door knobs

**Recognized by EPA for premier products*

- **Other Products:**

High density trash liners

Foam Soap and dispensers

Hands-free paper towel dispensers

Dispensing system for portioning of products

Micro-fiber mops

Micro-fiber rags – color coding to ensure no cross-contamination

Dusterator

- **Approved Flooring Products**

Envirox Quick Spot – spot remover – (green seal)

Envirox Carpet Complete Cleaner – (green seal)

Sustainable Earth 80 – (green seal)

Recycling/Reuse Program

Laundry micro-fiber rags and mops after use.

Laundry-able gloves get re-used;

Desk-side recycle bins in office areas

Commodities include: scrap metal, paper, cardboard, plastic,

Water conservation measures – adjusting work process.

Section IV - Equipment

Introduction

Technological advances in custodial equipment have been rapid and profound over the past few years. Much of the equipment used today has been designed to be not only highly effective but has also been designed to be simple to use and to accommodate the needs of the operator. These advances include ergonomically friendly designs, consideration of operator stature and the integration of light weight materials.

The use of modern equipment in custodial operations will serve to not only increase productivity but will enable cleaning professionals to improve the service they are providing while reducing the hazards associated with custodial work.

The equipment section of this manual is not meant to be an exhaustive list of all cleaning equipment available on the market today. This section is intended to identify the equipment, its basic function and general information regarding the use and care of each piece.

The information contained within this section is not a substitute for that which is found in the machines operator and parts manual. It is important to always read and understand the operator manual and be trained before using a piece of equipment. All operator and parts manuals pertaining to custodial equipment are maintained in the primary Custodial Closet at each complex and can be reviewed anytime. Just be sure to return it to the closet for the next time you need it.

Floor and Tile Scrubbers

- *Advance: Riding & walk-behind*
- *TomCat/Factory Cat : walk-behind*
- *BETCO Genie*
- *Tornado*
- *Scrub Buddy*

Carpet Care:

- *Steamin Demon Extractor*
- *Driers*
- *Hoover spot cleaners*
- *Windsor Carpet Extractor*

Vacuum Cleaning:

- *Windsor uprights - all buildings*
- *Vacu-boom in Tunnel*
- *Wet/dry shop vacs - all bases*
- *Walk-behind vacuum sweepers - (Tennant)*
- *Green Machine sweeper/vacuum - Tunnel*
- *BOSS sweeper/vacuum - North Base*
- *Billy-goat vacuums - garages*
- *Poulan blower/vacuum unit - garages*
- *Tennant 550 street unit - Tunnel*

Pressure Washing/Steam Cleaning

- *Hot water units on electric carts*
- *Portable hot water units*
- *Portable cold Water units*
- *Steamers on walk-behind carts*
- *Hover Crafts*

Miscellaneous Equipment

- *escalator cleaner*
- *fork lift*
- *genie lifts*
- *bird netting*
- *pallet jacks*
- *snow shovels and squeegees*

Section V - Procedures

Cleaning Standards and Levels of Cleanliness

Custodial Maintenance Services has adopted a modified version of "Levels of Cleanliness" as the standard by which cleaning performance and facility cleanliness will be gauged. The five levels and the basic definitions are as follows:

Level 1 - Orderly Spotlessness Level 1 establishes cleanliness at the highest level. This level of cleanliness was developed for high profile public spaces or historical focal points. Descriptors for level 1 cleanliness are:

- Floors and base moldings shine and are bright and clean. There is no build up in corners or along walls and all colors are fresh and bright.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, grime, marks, streaks, smudges or fingerprints.
- Bathroom and shower tile and fixtures gleam and are odor free. All supplies and materials are adequate.
- Trash and recycling containers are clean and odor free.
- Custodial closets and storage areas are neatly arranged, adequately stocked and all materials are properly labeled, stored and diluted. All equipment is in good working order and is properly maintained

Level 2 - Ordinary Tidiness Level 2 cleanliness is the absolute minimum level which is acceptable in bathrooms, locker rooms, shower areas and similar facilities. Descriptors for Level 2 cleanliness are:

- Floors and base moldings shine and are bright and clean. There can be a very slight build up in corners or along walls and all colors are fresh and bright.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance. An accumulation of dust, dirt, marks, streaks, smudges or fingerprints is visible only upon close inspection.
- Bathroom and shower tile and fixtures gleam and are odor free. All supplies and materials are adequate.
- Trash and recycling containers are empty, wiped clean and odor free.
- Custodial closets and storage areas are neatly arranged, adequately stocked and all materials are properly labeled, stored and diluted. All equipment is in good working order and is properly maintained and stored.

Level 3 - Casual Inattention While level 3 cleanliness is not completely unacceptable, the overall appearance of the facilities begins to show outward signs of untidiness. Descriptors for level 3 cleanliness are:

- Floors are swept clean but there are visible signs of dirt and debris. There is a build up of dust, dirt and/or floor finish along walls and in corners. Moldings are dull and have visible signs of buildup and splashes. Carpets have multiple visible stains and are matted and soiled in traffic lanes.
- All vertical and horizontal surfaces have an obvious accumulation of dust, dirt, marks, streaks, smudges or fingerprints. Bathroom and shower tile and fixtures appear clean and are odor free. All supplies and materials are adequate.
- Trash and recycling containers are empty; appear clean and odor free.
- Custodial closets and storage areas are generally arranged, adequately stocked and all materials are properly labeled, stored and diluted. All equipment is in good working order and is properly maintained and stored

Level 4 - Moderate Dinginess At level 4 cleanliness, facilities constantly appear to be dirty and in need of a thorough cleaning. Building occupants begin to accept facilities in a substandard condition. Descriptors for level 4 cleanliness are:

- Floors are swept clean but are dull and blotchy. There are obvious signs of dirt and debris. There is a build up of dust, dirt and/or floor finish along walls and in corners. Moldings are dull and have visible signs of buildup and splashes. Carpets have multiple visible stains and are matted and soiled in traffic lanes.
- All vertical and horizontal surfaces have an obvious accumulation of dust, dirt, marks, streaks, smudges or fingerprints. Bathroom and shower tile and fixtures are dull and a slight odor is detectable. Not all supplies and materials are adequate.
- Trash and recycling containers hold old trash are not wiped clean and odors are present.
- Custodial closets and storage areas are unorganized, poorly stocked and some materials lack proper labeling, storage and dilution. Equipment is in poor working order and is not properly maintained and stored.

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Level 5 - Unkempt Neglect At level 5 cleanliness, facilities are constantly filthy and cleaning is performed at unacceptable levels. Descriptors for level 5 cleanliness are:

- Floors and carpets are dirty and have visible signs of wear and pitting. There is an excessive build up of dust, dirt and/or floor finish along walls and in corners. Base moldings are dirty and have obvious signs of soil and floor finish buildup and splashes.
- All vertical and horizontal surfaces have an obvious accumulation of dust, dirt, grime marks, streaks, smudges or fingerprints. Bathroom and shower tile and fixtures are dull and odor is present. Many supplies and materials are inadequate.
- Trash and recycle containers overflow and are not wiped clean. Foul, sour odors are present.
- Custodial closets and storage areas are unorganized, poorly stocked and materials lack proper labeling, storage and dilution. Equipment is in poor working order and is not properly maintained and stored.

The five levels of cleanliness and the descriptors of each are the guides which will be used for the evaluation of facility condition. These standards have been developed as a result of extensive research and analysis of custodial operations across the nation. Experts in the cleaning industry in custodial operations have developed these standards as a tool to be used in developing efficient custodial operations.

General Cleaning Procedures:

These descriptions apply to most areas. If an area is more specialized, refer to your site specific job duties.

Green or Red dilution refers to H2Orange2 in labeled and diluted-portion bottles;

Micro-fiber rags/cloths: YELLOW is for offices; GREEN is general cleaning, BLUE is for Restrooms

All Office Areas:

- Empty trash receptacles; wipe the inside and outside; insert new liners.
- Empty all recycling containers and return to office.
- Using **GREEN dilution** in spray bottle and **YELLOW rag**, wipe all ledges, cabinets, tables and chairs; spot wash all walls; wipe inside and outside of doors
- Clean the window glass and sills as needed using water and **YELLOW rag**.
- Vacuum office carpets; remove spots and report to Lead when carpets need to be cleaned.

Classrooms/Conference Rooms/Quiet Rooms:

- Empty all trash receptacles, wipe the inside and outside; insert new liner.
- Empty all recycling containers and return to location
- Using **GREEN dilution** in spray bottle and **GREEN rag** wipe down tables, chairs, ledges and window cells and the inside and outside of doors.
- Spot wash walls
- Vacuum carpet, remove spots as needed. Report carpets that need to be cleaned to your Lead
- Turn off lights; close doors

Hallways/Stairways:

- Pick up all debris from floor
- Dust mop floor
- Sweep stairs and entrance area, vacuum floor mats
- Using **GREEN dilution** in spray bottle and **GREEN rag**; wipe the inside and outside of all doors and window ledges; wipe down handrails and spot wash walls; use a spray bottle of water and **GREEN rag** for all glass.
- Mop floors and stairways, using micro fiber mop and **TRIPLE ZERO** dilution
- Put wet floor signs at both ends of the stairwells, remove as soon as dry.

Weight Rooms:

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- Empty all trash receptacles and insert new liners
- Stock paper dispenser; pick up debris
- Dust the tops of the lockers using dusterator
- Clean the mirrors using **water** and **GREEN rag**.
- Dust mop the floor with micro fiber mop then damp mop the floor using micro fiber mop and **TRIPLE ZERO** dilution in spray bottle.
- Use the floor scrubber twice monthly on the floor.

Lunchroom Areas:

- Empty all trash receptacles, wipe the inside and outside; insert new liner
- Empty all recycling containers and return to lunchroom
- Using **GREEN dilution** in spray bottle with **GREEN rag**, wipe down all tables and chairs, ledges and doors, inside and outside; spot wash walls.
- Clean and sanitize kitchen area using **GREEN dilution** in sink and counter area let it sit for 10 minutes then wipe clean with **GREEN rag**.
- Mop the floor using micro fiber mop and **TRIPLE ZERO** dilution in spray bottle; restock and refill all soap and paper dispensers in kitchen area

Building Elevators:

- Using **GREEN dilution** in spray bottle and **GREEN rag** wipe down the walls, doors and control panel
- Mop floor using micro fiber mop and **TRIPLE ZERO** dilution in spray bottle

Entry and Bullpen Areas:

- Vacuum mud mats in the vestibules and main entry ways
- Using **GREEN dilution** in spray bottle and **GREEN rag**, wipe glass doors inside and outside, wipe all ledges, counter tops and schedule racks, wipe down all tables and chairs; spot wash walls
- Empty all trash receptacles, wipe the inside and outside; insert new liners.
- Empty all recycling containers and return to area.
- Sweep the floor; using a micro fiber mop, spray **TRIPLE ZERO** dilution on floor, cleaning any spills or soiled flooring.

Exterior Areas:

- Pick up the trash and debris around the exterior of entire building
- Sweep the sidewalks, patio area and the smoking shelter areas;
- Empty ash trays and all receptacles; insert new liners

All Maintenance Shop Areas:

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- Sweep the entire shop thoroughly from the pit entrance doors to the counter area.
- Empty all the trash and reline the cans
- Recoil hoses and pick up all oily rags and put them all in the shop dirty rags container.
- For heavy oil or grease pre-treat area using **TRIPLE ZERO** or **GREASINATOR**
- Auto scrub all the bays and hallways using **TRIPLE ZERO** degreaser
- With bucket and wet mop go in-between bays, under the mechanics' tool boxes, under the work benches, all the corners and areas that the scrubbers cannot reach.
- Clean mop bucket and replace **TRIPLE ZERO** in bucket
- Sweep the kitty litter and debris under hoist pit; use shop vac to get nuts and bolts and debris in the small crevices around the hydraulic lifts.
- Check and clean all the catch basins throughout the shop areas.
- Clean the hand wash sink and replenish all the supplies.

Brake Shop:

- Empty trash receptacles and insert new liner
- Sweep and pick up all debris
- Empty the brake dust collector one time weekly
- Clean under hoist pit daily
- Use **TRIPLE ZERO** to spot clean; remove grease & dirt off walls and doors
- Using **TRIPLE ZERO** in floor scrubber.

Body and Paint Shop Areas:

- Empty trash receptacles and insert new liner
- Recoil hoses and pick up all debris
- Sweep the whole area thoroughly including corners
- Lift and sweep under hoist
- Clean and stock shop sink area
- Scrub floor using floor scrubber
- Using a mop bucket clean corners and hard to reach areas

Hostlers Shack:

- Empty all trash receptacles and insert new liner
- Empty recycling box and return to area
- Using **GREEN dilution** and **GREEN rag** wipe down all cleared flat surfaces, spot wash walls and wipe the inside and outside of the door.
- Vacuum floor mat
- Sweep and damp mop floor using **TRIPLE ZERO** in spray bottle
- Empty garbage can outside daily.

Stores Area:

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- Empty trash receptacles and insert new liners
- Remove all broken down boxes and recycling from area and put in bins
- Using **GREEN dilution** and **GREEN rag** wipe down counters, dust part-storage tops if cleared.
- Vacuum walk off mats 1x/week
- Sweep the mezzanine area and damp mop when needed 1x/week
- Use **TRIPLE ZERO** to scrub floors as needed or 1x/ week

Pit Area:

- Recoil hoses, pick up all garbage, oily rags and sweep floors and troughs
- Pre -treat oil spills on floor using **TRIPLE ZERO** and scrub brush, use hose to spot clean areas on Monday, Wednesday and Friday
- Steam clean walls and floors on Tuesday and Thursday
- Using squeegee remove water from floor area
- Empty trash and insert new liners

Top Level:

- Clean any oil spills, recoil hoses not in use
- Pick up all garbage and debris on the floor
- Sweep and scrub floor
- Empty all trash and insert new liners

Under Walkway:

- Clean any oil spills, pick up debris
- Sweep and pre-treat floor areas
- Pressure wash 1x /week
- Sweep stairs

Steam Room:

- Sweep up trash and pick up debris
- Remove grates above drains and remove sludge with shovel and deposit in sludge barrels.
- Raise and lockout platforms
- Clean sludge under platforms and deposit in barrels.
- Rinse down all drains
- Lower platforms and replace grates over drains.
- Spray **TRIPLE ZERO** on the walls; let sit for 10 minutes; scrub walls.
- Rinse walls down using hose or pressure washer
- Use hose and pressure washer to wash down walls, corners and floor to remove sludge and debris from areas
- When sludge barrels need to be emptied notified your Lead.
- Steam room drains should be cleaned weekly.

Fuel and Wash Building:

- Use orange cones to close one lane at a time in wash building

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- Sweep up all bristles, leaves and debris along both sides of the coach wash bays
- Remove all debris from the drain chases between the main sumps
- Remove the sump access grates using metal hooks, clean the main sump floors of debris and shovel any sludge buildup in the sump into the sludge barrels. (Debris and trash has to be separated from the sludge and goes to regular trash cans).
- Clean the narrow drains alongside each fueling lane.
- Follow the same procedures for the drains and sumps in the exterior fueling section of the building.
- When the sludge barrels are full, notify your chief or contact the Facilities Environmental Specialists (Cathy Johnson or Talon Swanson).
- Sweep up all the trash in the service bays; empty the trash receptacles and reline.
- Sweep the exterior fueling area and the area around the cyclones and the coach entry area at the north end of the building.
- Wash down the bus lane and service islands using garden hoses with nozzles and apply degreaser to the areas where oil buildups are starting to accumulate.
- With clean cloth wipe the counters down to the sink area; wipe the wall around the sink, use **water** to clean the mirrors and on all chrome with **GREEN micro fiber rag**.
- Using **TRIPLE ZERO** mop floors
- Spray **Critical Care**; the surface must be completely wet, let air dry. (Spray on handles, urinals, walls, toilets, dispensers and flat surfaces.)
- Wipe the doors inside and outside using **GREEN dilution** in spray bottle with **GREEN rag**.

Custodial Closets:

- Custodial Closet is kept clean and in order; sink is clean, floor is swept
- There will be no unlabeled bottles.
- Remove all trash daily
- Take all dirty mops and rags every day for washing;
- Rinse out restroom floor machine after each use; store properly;
- All tools and equipment are to be stored properly
- Vacuum cleaner bags will be replaced after one month or 40 hours
- Do not eat or drink in the closet area.
- Wipe the inside and outside of the doors
- Equipment operating manuals will be kept here and not removed.
- Job Duty notebooks will be kept in the closets and not removed.
- MSDS sheets for products are included in Job Duty notebooks.

Restroom and Shower Cleaning Procedures:

Restroom Cleaning Procedure:

- Close restroom and put up sign
- Using the **RED dilution** in spray pump bottle; soak down urinals, toilets, walls, dividers and the floors immediately around those areas. Let soak for at least 10 minutes.
- Fill all soap dispensers; fill all paper towel and toilet paper dispensers. Check and empty sanitary napkin receptacles and fill sanitary napkin dispensers. Wipe clean with **GREEN dilution** and clean **BLUE cloth**.
- Empty all trash receptacles and insert new liners
- Spray **GREEN dilution** in and around the sink and counter areas and let sit for 10 minutes.
- Go back to the toilets; use a Johnny mop and clean them.
- Fill **BLUE bucket** with warm water and **GREEN dilution**; use clean **BLUE rags** to wipe the wall area behind the toilet bowls/urinals, wipe the sides of the wall and the floor around the toilet/urinals; wipe the toilet seats and the outside of the toilets; wipe the fixtures around the toilets; clean the inside and outside of stall doors top to bottom; leave the seat up when cleaned.
- Dump water down drains; put used dirty rags in collection bins.
- With clean **BLUE cloth** wipe the wall, counter and sink area; use **water** to clean the mirrors and all chrome.
- *Spray CRITICAL CARE; (the surface must be completely wet) let air dry. spray on counters, handles, urinals, walls, showers, toilets, dispensers and flat surfaces.*
- Sweep and use the floor scrubber daily using **TRIPLE ZERO** in floor scrubber.

Waterless Urinals:

- Cartridges will be replaced by the Lead Custodian on a quarterly basis unless the use of the fixture warrants a change more frequently

Showers:

- Use **RED dilution**; spray the area down and let sit for 10 minutes
- Using a bucket of warm water, a clean **BLUE cloth** and a scrub brush wipe the shower walls clean; spray **CRITICAL CARE**, let air dry.
- Stock all supplies
- Sweep and scrub the floors using **TRIPLE ZERO** dilution in floor scrubber

Carpet Care Procedures:

Spot Cleaning

Frequency As needed or Daily

Materials & Equipment

- **QUICK SPOT** or **GREASINATOR**
- Supply of **GREEN micro fiber cloths**
- Water extraction unit/equipment

Procedure

- 1) Before attempting to spot clean liquid spills, absorb as much of the liquid from the carpet as possible using **GREEN micro fiber rags**
- 2) Apply **QUICK SPOT** or **GREASINATOR** from spray bottle directly on the spot. Avoid excessive wetting of the carpet
- 3) Work from the outside of the spot to the center with a stiff brush. This prevents spreading the spot over a larger area.
- 4) Blot **QUICK SPOT** solution from the carpet with clean **GREEN cloth**. Repeat procedure several times, if necessary, until the spot has disappeared.
- 5) For large area spills, a water extraction unit may be used. Refer to the procedure outlining water extraction for proper instructions on the safe use of this equipment.
- 6) After removing spots from the carpet, allow the area to dry and vacuum to restore the pile to its original condition.

Cleanup

- Thoroughly rinse the cloths and put them in the laundry area for cleaning.
- Return **QUICK SPOT** and **GREASINATOR** to the Janitors' Closet
- Clean and properly store the extraction unit.

Safety & PPE Recommendations

PPE recommended includes hand and eye protection and safety signage. Use caution when spraying products.

Performance Standards

All visible signs of the stain should be removed. Carpet fibers should be thoroughly rinsed and free from sticky residue. All damage should be reported to your Lead or Chief.

Carpet Care Procedures (cont)

Hot Water Extraction:

Frequency - Annually

Materials & Equipment

- Upright Vacuum
- Carpet Extractor
- Carpet Complete Shampoo
- Spray bottle of **QUICK SPOT** or *The GREASINATOR*
- Area Closed Sign

Areas Where Applicable

Any carpeted floor or entry matting may be cleaned using the water extraction process.

Preparation of Equipment

A clean bag should be installed in your vacuum. The carpet extractor should be filled with water; hot or cold water can be used in the tank, although hot water may react more quickly with shampoo residue in the carpet, cold water will provide adequate cleaning.

Safety & PPE Recommendations

PPE recommendations include shoes with slip resistant soles. Use caution when working close to doors or corners where visibility is limited. Use arm and shoulder muscles to move extractor. Avoid twisting at the waist and overextending back. When bending to pick up soil and debris, bend at the knees and not the waist.

Preparation of Materials

Have your spray bottle of **QUICK SPOT** or *The GREASINATOR* with you to use for a pre-spray. Add the proper amount of carpet cleaner solution to the filled solution tank.

Preparation of the Area

Remove as much of the furniture from the area. Thoroughly vacuum the entire area with the upright vacuum. Isolated stains should be spot cleaned.

Water Extraction Procedure

- 1) Begin in the corner of the area furthest away from the door. Spray an area of approximately ten feet by ten feet with the pre spray solution. If too great of an area is sprayed the pre spray will dry before the area can be extracted.
- 2) Begin working in the corner and working away from the wall. Activate the spray system while pulling the spray vacuum head away from the wall in a straight line.
- 3) Shut off the spray about six inches from the end of the stroke. Lift the vacuum head up and return to the spot where the pass began, and pull over the same area with the spray shut off. This technique gives each area a minimum of two passes, one with the spray and vacuum, and one with the vacuum only.

Note: It is extremely important not to over wet carpet and to be sure to thoroughly extract as much moisture out of the carpet as possible. If too much moisture is left in the carpet the growth of mold and odor could result.

- 4) After making the two passes describe above, move the head and repeat the process.
- 5) The degree of overlap and the speed of the passes depends on how heavily the carpet is soiled. Along walls, baseboard and other areas that receive little or no traffic, the machine can move quickly and with as little overlap as possible without leaving streaks. In heavily soiled or high traffic areas, the spray vacuum head should be moved more slowly, and the passes should overlap fifty percent.
- 6) The recovery tank must be watched and emptied whenever the foam gets within two to three inches of the top. If the foam or water is allowed to enter the vacuum motor housing it may be damaged seriously.
- 7) After the entire carpet has been cleaned, it should be allowed to dry for as long as possible before replacing the furniture. Put the carpet fan in area to help speed drying.

Cleanup

The recovery tank should be emptied. Any water remaining in the solution tank should be emptied. Both the solution and recovery tanks should be rinsed and wiped dry with clean **GREEN cloth**. Rinse the vacuum head, hose and wand by running clean water through them. All exterior surfaces of the machine, including the cord, should be wiped clean and dry with clean **GREEN cloth**.

Performance Standards

All carpets should be free from visible stains and soil. Loose or frayed fibers should be trimmed off. Any issues should be reported to your Lead or Chief.

Hard Floor Care Procedures

Top Scrubbing:

Frequency - As needed

Materials & Equipment

- Diluted **TRIPLE ZERO**
- Rotary Swing Machine
- Blue Scrubbing pad
- Mop Bucket
- Water Pick-up or wet dry Vac
- Wringer
- Micro Fiber string mop head and handle
- Wet Floor/Caution signs
- Putty knife or razor scrapper
- Doodle bug w/ brown pad

Area Where Applicable

Any non-carpeted floors may be machine scrubbed. Restrooms and locker rooms are machine scrubbed daily.

Safety & PPE Recommendations

PPE recommendations include shoes with slip resistant soles, eye protection and hand protection. Use caution when working close to doors or corners where visibility is limited. Use arm and shoulder muscles to move machine. Avoid twisting at the waist and overextending back.

Preparation of Equipment

Properly attach the mop head to the handle. Fill one bucket approximately half full of **TRIPLE ZERO** and hot water. Properly attach the driving block to the floor machine. Then attach and center the scrubbing pad.

Preparation of the Area

Create as much open space as possible by moving items such as trash receptacles, chairs and portable furniture. Remove all loose soil by dust mopping before scrubbing.

Top Scrubbing (cont)

Procedure

- 1) Place the "Wet Floor/Caution" signs at the edges and entrances of the area.
- 2) Dip the mop into the solution and slowly saturate the mop head. Place the mop head in the wringer and squeeze down gently so that a moderate amount of solution remains in the mop head. Apply solution to the edges of the area by pulling the mop slowly along, but not touching, the baseboard.
- 3) After the solution has been applied to the edges of the area, use a figure eight stroke to apply solution to the floor. DO NOT FLOOD the floor. Turn the mop after every four or five strokes. Re-soak the mop head when it begins to leave too little solution on the floor. Do not apply solution to too large of an area or the solution may dry before the area can be scrubbed.
- 4) Allow the solution adequate dwell time of approximately five to seven minutes.
- 5) Using the doodle bug and brown pad thoroughly scrub the edged of the area using caution not to splash the solution onto the baseboard. Corners and other tight areas should be cleaned using the putty knife or razor scraper.
- 6) Following the same pattern in which the solution was put down, go over the entire area with the floor machine; overlap each previous arc by approximately one half the diameter of the pad.
- 7) After scrubbing the area, use a water pick up to retrieve the solution.
- 8) Rinse the scrubbed floor by damp mopping with clean water. Be sure to thoroughly rinse the mop head.

Restrictions on use of area

Do not remove "Wet Floor/Caution" signs, replace furnishings, or allow traffic until the floor is completely dry and or if you are going to apply wax to the vinyl floor.

Cleanup

Rinse the mop heads and doodle bug pads thoroughly. Rinse the mops and wring them as dry as possible and hang them in the proper tool holder in closet, with heads down. Wash the wringers and buckets inside and outside. Wipe the hand scraper clean. Remove the scrubbing pad from the floor machine and clean it thoroughly.

Tile Cleaning

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Frequency - As needed

Materials & Equipment

- Diluted **TRIPLE ZERO**
- BETCO w/ white brush or 17" w/ stiff brush
- Micro Fiber string mop head and handle
- Wet Floor/Caution signs

Area Where Applicable

Any non-carpeted tile floors may be machine scrubbed. Restrooms and locker rooms are machine scrubbed daily.

Safety & PPE Recommendations

PPE recommendations include shoes with slip resistant soles, eye protection and hand protection. Use caution when working close to doors or corners where visibility is limited. Use arm and shoulder muscles to move machine. Avoid twisting at the waist and overextending back.

Preparation of the Area

Create as much open space as possible by moving items such as trash receptacles, chairs and portable furniture. Remove all loose soil by dust mopping before scrubbing.

Preparation of Equipment

Fill machine approximately half full of **TRIPLE ZERO** and hot water. Properly attach the driving block to the floor machine. Then attach and center the scrubbing pad.

Procedure

- 1) Place the "Wet Floor/Caution" signs at the edges and entrances of the area.
- 2) Dust mop and sweep floor moving furniture to clean behind and under.
- 3) Scrub entire floor until clean. Go around floor as many times as needed to properly clean floor and let dry.
- 4) Rinse the scrubbed floor by mopping with clean water and micro-fiber pad.
- 5) Return room to normal set up when done.

Restrictions on use of area

Do not remove "Wet Floor/Caution" signs, replace furnishings, or allow traffic until the floor is completely dry.

Cleanup

Remove the scrubbing pad from the floor machine and clean it thoroughly.

Hard Floor Care Procedures (cont)

Stripping Floors

Damp Mopping

Dust Mopping

Spray Buffing

Special Operations and Maintenance

Garage Maintenance:

Elevators

- Remove debris and graffiti from the inside of elevators
- Using **GREEN dilution** in spray bottle and **GREEN rag**, spray the elevator inside from top to bottom let sit for 10 minutes; then wipe the elevator down and the outsides of the elevator doors.
- Check for urine and other spills, using microfiber mop and **RED dilution** clean the floor
- Spray **Bio-Sol** around the sides of the elevator for odor control
- Using the wet /dry vac vacuum the tracks weekly

Stairwells, Landing, Risers, Walls, Handrails and Doors

- Pick up debris using nifty nabber
- Sweep all stairwells and spot clean areas
- Spray **Bio-Sol** in areas to eliminate urine and other smells
- **Quarterly**, scrub stairs using diluted **TRIPLE ZERO** and pressure washer
- Remove all graffiti from the stairwell and report any damages

Cleaning of floor Drains on all Floors **Monthly**

- Remove surface grate covers and clean out drains.

Garage floor level areas

- Sweep and pick up all litter on each level of the parking garage including the corners
- Use blower and Billy Goat to pick up debris and leaves
- Remove any graffiti and report damage to Lead
- Spray **BIO-SOL** in areas that are unsanitary to eliminate odors
- Using **BIOZYME** or **TRIPLE ZERO** and pressure washer to remove oil in parking spots

General Tunnel Cleaning Procedures:

Elevators:

- Check for urine or other spills, if present use **YELLOW mop** bucket with **GREEN dilution** and micro fiber string mop head to clean floor
- Remove any debris or graffiti from the inside of elevator
- Spray down the elevator inside walls using **GREEN dilution** in spray bottle
- Using **GREEN rag** wipe them down from top to bottom
- Using the Monster steamer, clean the floor of elevator
- Using **GREEN dilution** in spray bottle; spray the outside of elevator including the door; wipe from top to bottom with **GREEN rag**.
- If elevator has urine smell use the **BIO-SOL** in spray bottle; spray around the side of elevator floor

Escalators:

- Using paddle board and micro fiber mop head spray mop using **GREEN dilution**; hold paddle and ride the escalator to dust the sides and light area.
- Remove any graffiti and spots from escalator using **TRIPLE ZERO** and **GREEN rag**
- Using **GREEN dilution** in spray bottle and **GREEN rag** clean black rubber hand rails and all flat ledges on escalators.
- Sweep and damp mop escalator floor grates

Platform and Plaza Areas :

- Pick up debris using nifty-nabbers; use broom to sweep platform areas
- Empty trash receptacles and insert new liner
- Wipe the outside and the lid of receptacle with **GREEN dilution** in spray bottle and **GREEN rag**
- On **Tuesday and Thursday** use floor scrubber with **TRIPLE ZERO** in tank to scrub plaza and the areas in front of the elevators; make sure to close off areas as needed.
- Clean scrubber and put away in closet when job completed.
- Remove graffiti and/or report to hot line if you can not remove it.
- **Spray diluted BIO-SOL on any urine to reduce the smell**

Dusting:

- Using **GREEN dilution** in spray bottle and **GREEN rag** wipe down all benches, walls around benches, stainless wall, signage (glass partitions should be cleaned using water in spray bottle and **GREEN rag**.) All areas from eye level down.

General Tunnel Cleaning Procedures (cont)

Stairways:

- Using micro fiber mop; mop stairways
- Using **GREEN dilution** in spray bottle and **GREEN rag** wipe all hand rails, ledges, walls; glass and stainless in stairwells.

Entrances and Area

- Pick up debris using nifty nabbers; sweep area
- **Spray BIO SOL on any urine to reduce the smell**
- Report any issues to your Lead or Chief

Comfort stations:

- Close restroom and put up sign
- Using the **RED dilution** in spray bottle; soak down toilet, walls and floor under toilet area. Let soak for at least 10 minutes.
- Fill all soap dispensers; fill all paper towel and toilet paper dispensers. Check and empty sanitary napkin receptacles and fill sanitary napkin dispensers. Wipe clean with **GREEN dilution** and clean **BLUE cloth**.
- Empty all trash receptacles and insert new liners
- Spray **GREEN dilution** in and around the sink and counter areas and let sit for 10 minutes.
- Go back to the toilets; use a Johnny mop and clean them.
- Fill **BLUE bucket** with warm water and **GREEN dilution**; use clean **BLUE rags** to wipe the wall area behind the toilet bowl, wipe the sides of the wall and the floor around the toilet; wipe the toilet seats and the outside of the toilets; wipe the fixtures around the toilets; clean the inside and outside of stall doors top to bottom; leave the seat up when cleaned.
- Dump water down drains; put used dirty rags in collection bins.
- With clean **BLUE cloth** wipe the wall, counter and sink area; use water to clean the mirrors and all chrome.
- Spray **CRITICAL CARE**; (the surface must be completely wet) let air dry. spray on counters, handles, urinals, walls, showers, toilets, dispensers and flat surfaces.